

**Tollcross Housing Association Limited**  
**Minute of the Management Committee Meeting**  
**held online on Monday 25<sup>th</sup> October 2021**

Present: Andrea Bell (Chair), Bill Dougan, Chris Elliot, , John McMorrow, Drew McPhail, Geraldine Connolly, Esther Skimins, Ian Smith, Sharon May and Margaret Cooper

In Attendance:

Clive Douglas, Chief Executive

Frank Donohoe, Technical Director

Fiona Mills, Housing Director

Anne Fitzsimons, Corporate Director

Marie Campbell, Corporate Services Officer  
(Minutes)

**Item 1 Apologies, Declaration of Interest, Resignation and Leave of Absence:**

- i. **Apologies:** Ellen Garscadden (Leave of Absence), Agnes Philips, Steve Fleming and Theresa Findlay
- ii. **Declarations of Interest:** None.

**Item 2 Minutes of Previous Meetings:**

- 2.1 Minutes of the Management Committee Meeting held on 28<sup>th</sup> September 2021
  - i. Matters Arising and Correction to Minute – None
  - ii. Approval of Minutes – The Minute was approved by general consent.
  - iii. Decisions taken between Meetings – None.
- 2.2 Minutes of Sub Committee Meetings:
  - i. Minutes of the Operations Sub Committee Meeting held on 23<sup>rd</sup> August 2021 – Noted.

**Item 3 Annual Assurance Statement 2021** – Committee considered the amended report and matrix with additional requirements, and approved same with a view to the Auditor now issuing a final report for filing. In addition, Committee approved the actions for improvement and the quarterly monitoring thereof by the Audit & Business Sub Committee with any significant failures to comply being reported to the Management Committee.

- 3.1 **Annual Assurance Statement** – Committee approved the Annual Assurance Statement to be signed by the Chairperson on behalf to the Management Committee for publication and submission to the Scottish Housing Regulator.

**Item 4 Committee Appraisals – Proposed Action Plan** – In considering the Action Plan, the following points were highlighted:

- 4.1 **Action Point Numbers: 1 and 3** - It was agreed that any members interested in joining a sub committee and/or possibly taking up an office bearer position in future, should contact Anne Fitzsimons.
- 4.2 **Action Point Number: 3** – It was agreed that any members interested in mentoring new members should contact Anne Fitzsimons. Chris Elliot and Andrea Bell volunteered to mentor new members.
- 4.3 **Action Point Number: 4** – It was noted that this point has been actioned with blended meetings being provided for some time now.

4.4 Committee approved the Action Plan with progress to be monitored during the year by the Audit & Business Sub Committee.

- Item 5 PIN & Events Focus Group Update** – Committee noted and approved the proposals and budget for the forthcoming Christmas activities. In addition, it was noted that the PIN members had met and considered the Annual Assurance Statement, Customer Engagement Strategy and Landlord Performance Report. Committee approved the Landlord Performance Report for publication in the Autumn Newsletter and Website.
- Item 6 Data Protection Update** – Committee noted that cumulatively in Quarters 1 and 2, four data breaches, two subject access requests and four freedom of information requests were recorded with each matter being handled in accordance with policies and procedures.
- Item 7 Health & Safety Update-** Committee noted the update and in particular that other than the Covid related data as outlined in the report, there has been no other significant incidents recorded during Quarter 2.
- Item 8 Membership Report to 31<sup>st</sup> October 2021** - Committee approved membership in respect of reference 2021/5. The total membership as at 31<sup>st</sup> October is 114 with the seal being last used on 30<sup>th</sup> August 2021 to complete a share certificate.
- Item 9 Policy Review – Management Committee Recruitment & Induction Policy** – Committee noted that the proposed induction policy had been piloted with the two new members with positive feedback received. It was agreed that in terms of the staffing structures, only positions should be noted and not individual staff names. In noting the content of the equality impact assessment and amendment to the staffing structure information, Committee approved the policy and procedure for immediate implementation.
- Item 9A Corporate – 2021/22 Quarter 2 KPIs** – The KPI report was tabled noting that a copy will be sent to members. In the meantime, it was highlighted that overall satisfaction levels have reduced significantly with the position being monitored and plans for improvement implemented. It was noted that this is also the position with other housing associations with various factors influencing this including the impact of Covid, Brexit, etc., on staffing levels, services and the supply of materials.
- Item 10 Maintenance – 2021/22 Quarter 2 KPIs** – The report was noted and in particular that the average days to complete adaptations has been significantly impacted as a result of Covid. Committee also noted that the stock condition survey work will recommence in 2022.
- 10.1 **Energy Performance Certificates** – Committee requested that a table be provided in future reports to highlight compliant stock and ratings.

- Item 11**      **Housing – 2021/22 Quarter 2 KPIs** – Committee noted the report and in particular that the average days to let properties is significantly higher as a result of the number of voids in sheltered housing alongside delays with contractors and supply of materials.
- Item 12**      **Arrears Update** – Committee noted the report and in particular that arrears had been reduced at end September by approx. £10k. It was noted that the position is continually monitored to mitigate any ongoing risks.
- Item 13**      **Development Update** – Committee noted the update with no progress being made since the last report. In particular, it was noted that Messrs Crudens continue to work through the defects to the Dunira Street projects including the new office.
- Item 14**      **Whisky Fungus Update** – Business Confidential.
- Item 15**      **Festive Season – Cover Arrangements** – Committee approved the office closure arrangements for the festive period and the half day closure on 21<sup>st</sup> December alongside noting and approving the standby/callout procedures and associated costs as outlined. In addition, delegated authority was approved to the Chief Executive to implement the emergency procedures with Office Bearers, as appropriate.
- Item 16**      **A.O.C.B.**
- 16.1      **Eviction Case Ref. 6 (2021/22)** - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association’s policies, procedures and the solicitor’s confirmation of the granting of a decree on 13<sup>th</sup> October 2021, Committee approved, by general consent, that the decree should be enforced.
- 16.2      **Staffing** – Committee noted that following over 40 years of service in the housing sector, Clare Danks, Housing Officer, will be retiring in January 2022. It was noted that details of the event to mark the occasion will be advised in due course.
- 16.3      **Management Committee** – Committee noted that Brian McNally has tendered his resignation from the Management Committee. Committee asked that their thanks be conveyed to Brian for all his hard work and support which he provided to the community over the years.
- 16.3.1      It was noted that consideration is being given to the recruitment to the two casual vacancies which now exist.
- 16.4      **Committee Christmas Event** – It was noted that a further phone round of members will be undertaken to consider whether the revised date of 3<sup>rd</sup> December 2021 is suitable.

- 16.5 **Scottish Housing Regulator** – Committee noted that the Association has now complied with the actions required in the Regulatory Plan.

**Item 14**      **Date and Time of Next Meeting:** Monday 29<sup>th</sup> November 2021